

North Carolina Medicaid

Adult Care Home

Services Manual

**Prepared by
the Adult Care Home Services Unit,
Division of Medical Assistance**

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Paul R. Perruzzi, Director
Division of Medical Assistance
Department of Health and Human Services

James R. Clayton
Executive Director
EDS

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INTRODUCTION

This manual is for adult care home facilities that provide Adult Care Home Personal Care (ACH/PC) and Non-Emergency Medically Necessary Transportation (NEMNT) for their residents for Medicaid reimbursement. Unless otherwise noted, the content is directed to the adult care home administrator.

What This Manual Tells You

This manual gives you basic information about Medicaid's coverage of ACH/PC and NEMNT. It explains the policies and procedures you must follow to get Medicaid payments for these services effective on March 23, 1998. It tells you what's included in the services, who may receive the services, who provides the services, and how to get paid. The manual also outlines your responsibilities as a Medicaid provider.

How to Use the Manual

The Table of Contents outlines the topics in the manual. Use the Glossary in Appendix A if you need help with the meaning of a word or term. The first time you read this manual, review the Glossary to be sure you understand the terms. Read the Medicaid Overview section - it provides general information about the Medicaid program and how your residents qualify for Medicaid coverage. Then read about the services. Be sure to note your responsibilities - those for the service, as well as for all Medicaid providers. Next, read the sections on Filing Claims and Tracking Claims to see how you get paid. Finally, be sure to read the section on Payment Review, Fraud, and Abuse. It explains your responsibility for helping to assure the proper use of Medicaid funds.

How to get Copies of This Manual

One copy of this manual will be distributed to all currently enrolled adult care home providers on March 23, 1998. Thereafter, each newly enrolled adult care home provider will receive one copy of the current manual at the time of enrollment. You may purchase additional copies by calling EDS' Provider Services at the telephone number in Appendix B.

Keeping It Current

Periodically, you will be sent replacement pages to update your manual. Each manual page has an issue date at the bottom to help you tell which information is most current. Between these updates, the policies and procedures may also be changed through articles in the monthly Medicaid Bulletin. You are responsible for knowing and complying with the current policies and procedures in the manual, plus information addressed to adult care home providers in the bulletins issued since the latest manual revision. Each revision includes all the pertinent information from the previous year's bulletins.

When You Have Questions

Because we cannot anticipate every possible question or concern, there are telephone numbers in Appendix B you can use to call for help and answers.

CAUTION: This manual covers policies and procedures which must be met for Medicaid reimbursement. Nothing in this manual relieves a provider from meeting licensure, certification, and accreditation requirements, or other legal and regulatory requirements.

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